

# **PART-TIME CUSTOMER SERVICE REPRESENTATIVE**

## **General Statement of Duties**

Performs responsible administrative support and fiscal work in support of the utility customer service and customer accounts functions and other customer service needs.

## **Distinguishing Features of the Class**

An employee in this class is responsible for providing reception, customer service, administrative support, and accounts receivable work. Work involves providing information on service inquiries, requests for services, and problem matters with electric, water, and public services. Work includes processing initial information for providing services; researching and providing information on customer accounts, bills, and usage; and assuring that feedback is given to the customer in a timely and professional manner. Work involves heavy public contact functions and coordination with field and other staff and departments within the Town's organizational structure. Significant tact and diplomacy in working with customers are required in the work. Work includes contacts in person and by telephone and follows established policies and procedures. Unusual or difficult situations are referred to a higher level. Work is performed under regular supervision and is evaluated through observation, review of records and reports, and feedback from customers served.

## **Duties and Responsibilities**

### **Essential Duties and Tasks:**

- Collects and processes revenue from utility customers and other Town revenue sources on a daily basis; works with customers in person, drive-up, and takes and enters payments by mail and drop box.
- Reconciles daily cash receipts with data entry by revenue account; prepares various logs and reports as needed; takes deposits to the bank; takes pledges from human service organizations to apply to accounts.
- Meets with customers to set up new accounts or make changes; takes deposits; processes customer requests and generates work orders for new services, transfers, upgrades, and disconnections.
- Answers inquiries and questions in person and by phone about services, due dates, accounts, bills, payments, credit, extensions, and other areas for customers.
- Handles a variety of customer problems and complaints and follows established procedures for handling and resolving.
- Checks on work orders, researches problems with accounts, and calls customers back on results and status.
- Assists Utilities/Customer Service Supervisor with billing and cemetery needs.
- Assists field staff with information needs, various administrative tasks in person, by phone, and schedules customer service meetings for field staff.
- Researches customer accounts and credit histories for re-connections; tracks customers from one address to another and makes notations in account based on account history. Maintains accurate customer information on their accounts.

### **Additional Job Duties:**

- Cross-trains with and backs up other Finance Department staff.
- Performs related duties as required.

### **Recruitment and Selection Guidelines**

#### **Knowledge, Skills, and Abilities:**

- Considerable knowledge of the Town's utility customer service policies, procedures, and processes of the Town to appropriately handle customer service issues and concerns.
- General knowledge of the Town's available services and the deposits, fees, and processes required.
- Working knowledge of standard operating practices involved in modern office operation and serving the public.
- Working knowledge of the application of information technology to the work and application to collections and account maintenance.
- Working knowledge and understanding of the various utility and water rates and schedules.
- Skill in collaborative conflict resolution and customer contact.
- Ability to explain rules and regulations concerning applications and charges for utilities and water services.
- Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient customer service.
- Ability to deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.
- Ability to develop, establish, and maintain effective working relationships with customers, supervisor, co-workers, employees, and the general public.
- Ability to operate a calculator, computer terminal, typewriter, cash register, and related office equipment.
- Ability to communicate effectively in oral and written forms.
- Accuracy in data entry.
- Ability to manage a high volume of phone calls and customers and balance competing priorities while maintaining tact and courtesy.

#### **Physical Requirements:**

- Must be able to physically perform the basic life operational functions of stooping, reaching, standing, lifting, walking, fingering, grasping, feeling, talking, hearing and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and make visual inspections.

#### **Desirable Education and Experience:**

Graduation from high school and some experience in customer service work involving cash-related transactions, and work using a computer, preferably in a public utility or collections; or an equivalent combination of education and experience.